

City of Lincoln
Telecommunications/Cable Television Advisory Board
Meeting Minutes – August 9, 2018

Members Present: Steve Eggland, Kate Engel, Rebecca Henderson, Jim Johnson, Cyndi Lamm, Helen Meeks, Yingxiao Song, Art Zygielbaum

Members Absent: Ed Hoffman, Laurie Thomas Lee, John Neal

City Staff: Diane Gonzolas, Steve Huggenberger, Jamie Wenz

ALLO/NelNet: Ben Kiser

Charter/Spectrum: Jeremiah Blake, Jacob Imig

WindStream/Kinetic: Brad Hedrick

Call to Order/Introduction

A meeting of the Telecommunications/Cable Television Advisory Board was held on August 9, 2018. Meeting was called to order at 4:06 pm by chair Art Zygielbaum. Zygielbaum made note of the copy of the Open Meetings Act at the back of the room. Board members and guests introduced themselves.

Minutes

The January 25, 2018 and April 30, 2018 meeting minutes were read. For January, Meeks made the following corrections:

In the Charter/Spectrum report, fourth paragraph, change “August 16” to “August 16, 2017”.

Change “some customers had errors and couldn't come up” to “some customers could not access their service.”

Change “redundant” to “reliable.”

In the Network testing and report software section of Old Business, change “We want to see the average speed in our City growing” to “We want to increase the average Internet speed and are exploring ways to improve quality for Internet customers.”

Lamm made the following correction in the last paragraph of the Charter/Spectrum report:

Change “franchise” to “franchise agreement.”

Meeks moved approval of both sets of minutes with the above corrections to the January minutes; Lamm seconded. Motion passed 8-0.

Charter/Spectrum Report

Blake and Imig presented the Charter/Spectrum report.

The company is rolling out their new “Spectrum Internet Gig” service. No data caps or contracts; delivered by coaxial cable; available for residential and small business customers.

PEG channels have been upgraded to HD, process completed yesterday 8/8/18.

The company will be increasing their minimum wage to \$15 by year's end.

Lamm asked how many employees Charter/Spectrum has in Lincoln. Blake said that statewide it's 350-375, he is not sure how many are in Lincoln.

Allo Report

Ben Kiser passed around a Construction Map. He said that Allo is on pace to have most of the construction by the end of the year. They are ending the phase where they will be disrupting in yards.

Kiser said that Allo is recognized nationally for Internet speeds.

Allo is now AWS Direct Connect certified; they can connect local businesses to AWS cloud.

Zygielbaum asked about the schedule for full buildout. Kiser said it's a four-year schedule, should be completed in 2019.

Windstream Report

Hedrick said that Windstream released their Second Quarter results this morning (8/9/18); their stock has gone up about 29% from yesterday.

They offer two cloud-based services.

Old Business

Complaints

Gonzolas distributed two complaints that had been received by the City regarding Charter/Spectrum.

Mennenga complaint was about scheduling issues; Blake said that the company agreed that there were scheduling issues, and that they have worked with the customer.

William Sydout complained about Channel 7 being dropped from the lineup.

Website

Gonzolas said that we are waiting on upgrades to the website so we're still in the queue. Staff has kept busy with the City Budget and the Autonomous Shuttle project.

Performance Evaluation Committee

Zygielbaum reported for the committee. He said that Gonzolas has copies of the reports; let her know if you want a copy.

Two of the franchises commented that questions about Internet service are outside our purview.

In general the responses were good.

Steve Huggenberger talked to CBG, a Needs Assessment group. Will review with the committee before the survey takes place. Will get some feedback from the community.

Zygielbaum said that we need to schedule a public hearing; Zygielbaum would like it to happen ahead of the survey. We discussed the timing for a public hearing. We will look at Thursdays at 5:30 for a set block of time, say 5:30-7:30.

Gonzolas said that the City tries not to do too many competing surveys; there was a big one this summer.

Gonzolas will send out a news release when the hearing is scheduled, and place in a prominent location on the City website.

At some point the responses from franchise reps will be on the website.

Allo Nonprofits and Wifi Zones

Moline was going to have a conversation with the NelNet folks. Kiser will talk to Moline and get back to Huggenberger.

City Reports

Wenz distributed a report on the City's Access Channels

He has talked to the National Gallery of Art for a series on art.

City is finishing up bids on the truck; they hope to have everything ready to move forward within the next week or two.

There was live production of State Games ceremony in July.

The studio has upgraded servers to latest version of software. They can affix the agenda right next to the video. Successfully had that work at the Tuesday County Board meeting.

PEG channels are now in HD on all three providers.

Scheduling: There are times that the program guide information is inaccurate. It goes through a company called GraceNote. Wenz reached out to them; sometimes they would see a schedule from this week that looks like last week.

Gonzolas said that the Health Channel is starting its eighth year.
For the budget meeting, there were people that couldn't get it on the website.

This is the fifteenth season of televised games of Nebraska Wesleyan football.

Adjournment

Meeting adjourned at 4:52 p.m.

Respectfully submitted,
Jim Johnson, secretary